

**TESTIMONY PRESENTED BEFORE THE EXECUTIVE AND LEGISLATIVE NOMINATIONS
COMMITTEE**

Testimony of Michael R. Bzdyra- Commissioner Department of Motor Vehicles

March 24, 2016

Good morning Senator Duff, Representative Janowski, Senator Kane, Representative Buck-Taylor and distinguished members of the Executive And Legislative Nominations Committee. My name is Michael Bzdyra and I am honored to have been nominated by Governor Malloy to serve as the Commissioner of the Department of Motor Vehicles. I appreciate the opportunity to come before you to answer any questions you may have regarding my nomination to the Senate.

I was born and raised in East Hartford, Connecticut and graduated from George J. Penney High School. I then went on to graduate from the University of Connecticut with a Bachelor's Degree in Economics in 1986 and substantially completed my Master's Degree in Public Affairs in 1994.

After graduation, I went to work at the Connecticut General Assembly working as a legislative aide and clerk of the Finance, Revenue and Bonding Committee. After two years of working on the Finance Committee, I worked for the Senate Democrats Office as a Senior Policy and Communications Specialist where I had a variety of responsibilities that included analyzing policy and fiscal matters and monitoring legislative committee activities, including the Appropriations and Finance, Revenue and Bonding Committees. I also administered special projects for the Senate President, Senate Majority Leader and other senators.

After nine years with the Senate Democrats Office, I went to work for the Connecticut Resources Recovery Authority (CRRA). I was a Senior Analyst for several years where I worked for the Operations Department and the Recycling Division of CRRA. Subsequent to those duties, I became CRRA's Government Relations Liaison where I was responsible for directing and implementing the agency's legislative and governmental activities.

In 2011, I was hired at the Department of Motor Vehicles (DMV) as the Executive Assistant to the Commissioner, Melody Currey. One of my major responsibilities was representing the Department at the Connecticut General Assembly and advocating for DMV's legislative program. I also managed all legislative constituent casework and responded to legislative inquiries. In addition, I managed the Department's regulations program with the Agency's Legal Director. Further, I was in charge of various special projects as assigned by the Commissioner.

In the fall of 2014, I became the Deputy Commissioner of DMV where I assisted and advised the Commissioner in leading and managing the Department. I oversaw and managed four divisions that included Driver Regulation, Facilities Management, Emissions and Internal Audit Services. I served for approximately one month as the Acting Commissioner until Commissioner Murphy started in February.

During the past five years at DMV, my experience as Executive Assistant to the Commissioner, Deputy Commissioner and then as Acting Commissioner has proved invaluable and will serve me well as the next Commissioner. My detailed knowledge of DMV's various units, functions and its employees, from the top managers to the front-line employees, is a great asset in understanding the agency and lead it forward. As you are aware, the Department of Motor

Vehicles is facing many challenges since the launch of the new computer registration system this past August. I am prepared to work diligently on addressing the issues facing DMV and I am dedicated to improving customer service. I am excited to have a new Deputy Commissioner, Ms. Judeen Wrinn, working closely with me to make the changes necessary to fix the problems with the new computer system and to create a much more customer centric focus throughout DMV.

My institutional knowledge of the agency and its employees united with the extensive private-sector background of our new Deputy Commissioner Judeen Wrinn will benefit the agency tremendously. We are committed to creating an effective approach to help solve DMV's problems. She brings tremendous experience and knowledge with her from the private sector and possesses the experience in repairing troubled systems and is a successful problem-solver. Our combined experiences will be extraordinarily important in examining our new computer system and related processes to make it more customer friendly.

In addressing our new computer system, please be aware that DMV is working closely with all DMV employees, other state agencies and municipalities, and the many other stakeholders that partner with DMV to improve customer service and to reduce customer wait times at our branches. We must work harder to educate and encourage our customers to use the new online services now provided through the new system so they do not have to wait in line at a branch. Some of these new online services include enhanced registration renewals, re-printing a registration certificate from home, and ordering vanity plates. These and other transactions can be done without going to a DMV branch. In addition, DMV is working closely with its computer system vendor and holding them accountable to address all of the issues with the new system. We want those to be fixed sooner rather than later so that our customers are not impacted like they have been in the past.

While DMV faces many challenges, I am excited to take on the responsibility as Commissioner of this complex agency with our new Deputy Commissioner as we begin the tasks of examining ways to improve customer service, continuing to address the glitches in the computer system, and working collaboratively with all DMV employees toward the common goal of serving our customers better and moving the agency forward into the future.

Thank you for your time and I am happy to answer any questions you may have.